



UNISYS

Security INDEX

Australia – August 2007

Unisys Additional Security Research

Two in ten Australians (21%) say they are simply unaware of the practice of [outsourcing](#), where a third party may hold personal information which customers have given to organizations such as banks or government.

A further 43% of Australians said whilst they had heard of the practice, they had never been told that their personal information might be outsourced. The findings are part of the additional question asked for the August 2007 [Unisys Security Index™](#).

Only a third or 33% of Australians said they were aware of the practice and had been informed by organizations that their personal information was outsourced.

The survey has found Australians strongly support measures to make personal information more secure when it is outsourced to third parties.

The strongest support was found for stricter controls on access to customer data with 85% saying this was very important.

Other key results include:

- 75% say security screening of outsource workers is very important
- 67% say it is very important that outsource workers should have their identity verified before accessing customer information with strict checks such as eye scans or fingerprint scans
- 72% say it is very important for outsource organizations to undergo regular and independent security audits
- 83% believe it is very important for strict limitations to be imposed on access to facilities where customer data is held
- 76% say it is very important for there to be consistent standards in information protection amongst outsourcing organizations

For more information on the Unisys Security Index including additional resource material visit:

www.unisyssecurityindex.com.au

Background

This stand alone question relating to personal privacy behaviours was asked alongside the August Unisys Security Index.

1202 adults aged 18+ were surveyed by Newspoll nationally between 20 - 22 July 2007.

Respondents were asked:

Increasingly organisations are choosing to outsource some of their services. This means a third party organisation may hold personal information which customers have supplied to companies or government departments. Which one of the following best applies to you?

- You are aware of this practice and recall being told your personal information may be outsourced
- You are aware of this practice but do not recall ever being told your personal information may be outsourced
- You are unaware of this practice
- None \ don't know

Respondents were also asked for each of the following, please tell me if you think it is very important, somewhat important or not important in ensuring the security of personal information held by organisations and their outsourcing partners?

- Security screening of workers at outsource organisations
- Outsource staff having to verify their identity using strict checks such as eye or fingerprint scans before they can access customer data
- Regular independent security audits
- Strict limitations on access to facilities where customer data is held
- Strict controls on access to customer information
- Consistent standards in information protection among outsourcing organisations

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